



## SANDY SPRINGS

GEORGIA

### Welcome to Sandy Springs!

#### Logging in

Each new hire has a unique login and default password created by your IT team. Usernames are usually **firstname.lastname** and your default password will be provided to you by your manager. Your first-time logging in will take some time while Windows creates a unique profile for you.

#### Resetting your password

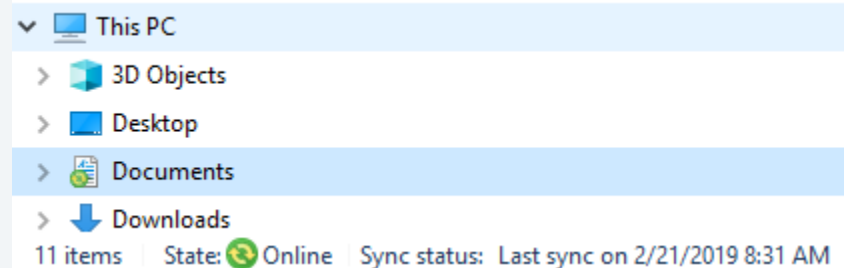
Once logged in, change your default password to a unique one you will remember by pressing

**CTRL + ALT + DEL** and then clicking **Change a Password**. Your password **must**:

- Have a minimum of 8 characters
- Have at least (1) uppercase character
- Have at least (1) lowercase character
- Have at least (1) digit
- Have at least (1) special character

#### Saving documents

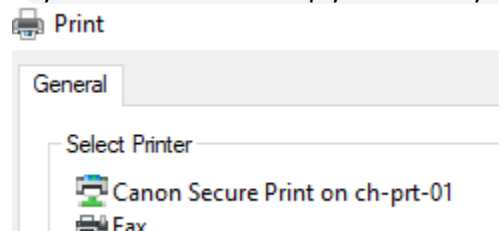
At Sandy Springs, we strongly advise you to save all files, folders, and data to your Documents folder.



Files saved here are backed up and synced to a server that prevents your files from being lost in case of equipment failure. Because of this, we **strongly** discourage you from saving items to your desktop.

#### Printing

While in City Hall, Police headquarters, or in the Courts building you can print to any of the Canon Printers (one on each floor) by selecting **Canon Secure Print** as your printer. After clicking print, walk to any of the Canons and tap your security card to the sensor to print those files.



Note that after tapping your security card to the printer for the first time, the printer may read "AD Login." Please enter your Windows username and password to log in.

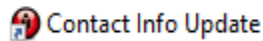


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### Updating contact information

Your contact information including title, phone number, and email address are stored within Outlook. If any of the information is incorrect or needs updating you can do so by clicking the following icon found on your desktop. Your first visit will require enrolling using the prompts presented.



### COMPUTER SUPPORT

Your IT team is available for technical questions and assistance between the hours of 8am and 5pm Monday through Friday with emergency support 24x7.

#### By phone

You can reach your IT Service Desk at 770-206-2555, or from any desk phone by dialing Ext 2555 or \*123

#### By email and service ticket

Submitting email requests directly to the service desk is the most effective way to report and track your issues. Email [servicedesk@sandyspringsga.gov](mailto:servicedesk@sandyspringsga.gov) with your preferred contact number, availability, and a detailed description of your issue. This mailbox is not monitored after hours so in the event you need emergency support after 5pm or on weekends, please dial the Service desk number to speak to the person on-call.

From	bwayne@sandyspringsga.gov
To	<input type="checkbox"/> servicedesk
CC	
Subject	Can't log in to laptop

When I try to login it says "username or password incorrect." This started after lunch around 2pm today.  
You can reach me at 555-555-5555 today after 3pm and tomorrow between 9 and 4pm.

**Bruce Wayne**  
Research and Development | City of Sandy Springs  
[bwayne@sandyspringsga.gov](mailto:bwayne@sandyspringsga.gov)

We will use this information to work your case, contact you for troubleshooting, and all other forms of follow up.

### DESKPHONE SUPPORT

#### Change recorded name

1. On your deskphone, press **Messages** button and enter your PIN, followed by the "#" sign.
2. Select option **4**, *Setup Options*.
3. Select option **3**, *Preferences*.
4. Select option **2**, *Recorded Name*.



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### *Change greeting*

1. On your deskphone, press **Messages** button and enter your PIN, followed by the “#” sign.
2. Select option **4**, *Setup Options*.
3. Select option **1**, to change your greeting.

### *How to change your voicemail PIN*

1. On your deskphone, press **Messages** button and enter your PIN, followed by the “#” sign.
2. Select option **4**, *Setup Options*.
3. Select option **3**, *Preferences*.
4. Select option **1**, *Change your PIN*.

### *Check voicemail remotely*

1. From a city phone other than your deskphone, dial your extension. If dialing from outside the city, dial your city phone number (i.e. 770-206-XXXX).
2. When your voicemail greeting begins to play, press the “\*” (asterisk).
3. When prompted for your ID, enter your extension and press “#” (pound).
4. When prompted for your PIN, enter your PIN and press “#” (pound).

If you have any questions about this, technical policies, or any other IT inquiries, please reach out to us.